

Office of License, Inspection, and Environmental Protection
LIEP Inspector Job Family Competency Matrix – January 1, 2006
Each competency builds upon the other as the class series progresses.

Effective Date: February 8, 2006

Classification Titles	LIEP Inspector I Occupation Code: 237B B.U. 02, Grade 28L: Salary Info	LIEP Inspector II Occupation Code: 238B B.U. 02, Grade 36L: Salary Info	LIEP Inspector III Occupation Code: 239B B.U. 02, Grade 42L: Salary Info
General Duty Statement	Performs entry-level technical work conducting routine inspections and investigations to determine compliance with zoning and permit codes and related regulations. Performs other duties as required.	Performs skilled technical work investigating complaints and conducting investigations to determine compliance with licensing and zoning codes, laws, and regulations. Performs related duties as required.	Performs high-level technical work in coordinating and approving projects or coordinating the inspection and licensing of various business enterprises and non-profit organizations in the City. Performs related duties as required.
Supervision Received	Works under the general and technical supervision of a unit lead. May receive technical direction from a higher-level technician.	Works under the general, technical, and administrative supervision of a unit or division head.	Works under the general administrative supervision of a manager.
Supervision Exercised	None.	May assist in providing technical direction to lower-level employees.	Exercises technical direction over inspection and licensing staff.

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Shared Competencies	LIEP Inspector I	LIEP Inspector II	LIEP Inspector III
Technical Expertise <i>Legal Requirements</i>	Demonstrates the ability to use the City Legislative Code and State and Federal Laws to identify routine or obvious violations and/or compliance requirements and issues in regard to licensing, zoning, and charitable gambling.	Demonstrates the ability to use the City Legislative Code and State and Federal Laws in identifying and dealing with the full range of violations and/or compliance requirements and issues from the routine to the complex. Demonstrates an ability to make suggestions for improvements in the Legislative Code.	Demonstrates the ability to use the City Legislative Code and State and Federal Laws in identifying and dealing with the most complex, ambiguous violations and/or compliance requirements and issues. This includes demonstrating the ability to propose draft improvements to the Legislative Code and related laws.
Technical Expertise <i>Practices, Policies, and Procedures</i>	Demonstrates the ability to understand and apply policies and procedures related to enforcement of licensing, zoning, and charitable gambling laws to address routine or obvious violations and/or compliance requirements and issues.	Demonstrates the ability to distinguish between a variety of business practices. Demonstrates the ability to understand and apply policies and procedures related to enforcement of licensing, zoning, and charitable gambling laws including those of other departments and jurisdictions, to the full range of violations and/or compliance requirements and issues from the routine to the complex, including suggesting improvements.	Demonstrates the ability to distinguish between and understand a variety of business practices. Demonstrates the ability to understand and apply policies and procedures related to enforcement of licensing, zoning, and charitable gambling laws including those of other departments and jurisdictions, to the most complex and ambiguous problems including multiple violations. This also includes the ability to draft improvements to policies and procedures.
Technical Expertise <i>Technology</i>	Demonstrates basic computer skills to accomplish work related tasks such as producing inspection and compliance reports and accessing business information.	Demonstrates the ability to use a broad range of current job-related software.	Demonstrates the ability to use the full range of current job-related software and to suggest improvements to current job related software.
Project and Program Management, Prioritization, and Planning	Demonstrates the skills needed to prioritize work.	Demonstrates the skills to independently prioritize work and provide assistance to and coordination of the work with others.	Demonstrates the skills needed to develop, implement, and evaluate projects and assignments, including facilitating individual and group participation and managing conflict.

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Problem Solving/Decision Making/Enforcement	Demonstrates an ability to observe and gather information during routine inspections and determine whether violations or potential violations exist. Demonstrates an ability to decide appropriate corrective action or consult with a supervisor or higher-level inspector.	Demonstrates an ability to observe and gather information regarding the full range of complaints and/or compliance investigations. Demonstrates the ability to decide on and prioritize options for correcting violations and assisting other inspectors.	Demonstrates an ability to observe and gather information to identify potential problems; and to take appropriate preventive measures before violations occur. Demonstrates an ability to provide enforceable solutions to the most complex compliance problems, applications, and violations.
Communication	Demonstrates an ability to follow oral and written instructions. Demonstrates writing, speaking, listening and non-verbal skills in order to effectively communicate in a variety of stressful situations and develop a network of contacts. These include inspection reports, correspondence, court testimony, one-on-one and small group situations, including adversarial situations.	Demonstrates public speaking and presentation skills to effectively explain codes, laws, and enforcement policies and procedures to the public. Demonstrates the interpersonal skills to develop, utilize, and maintain a network of contacts to assist in enforcement activities.	Demonstrates the verbal and written abilities needed to effectively respond to citizen complaints and requests on a full range of issues, legal requirements, compliance, and application requirements related to licensing or zoning or charitable gambling. This includes the ability to communicate effectively in adversarial situations, give expert court testimony, speak before and make recommendations to elected officials and appointed bodies and at judicial/quasi-judicial processes.
Customer Service	Demonstrates the ability to identify the service needs of internal and external customers and effectively respond to those needs.	Demonstrates the ability to promote effective customer service through example. Demonstrates the ability to coordinate customer service efforts with non-City agencies.	Demonstrates an ability to assist in the development of customer service standards and influence others in continuously improving customer service.
Teamwork, Management, and Leadership	Demonstrates the ability to be an effective team member by accepting assignments willingly and completing assignments within agreed-upon time lines.	Demonstrates a willingness to provide help, guidance, and training to team members.	Demonstrates effective team leadership abilities which include facilitating team meetings, recognizing positive results, managing conflict, assisting in training team members, and negotiating for satisfactory outcomes.

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Requirements			
Education, Certification, Registration, and Experience	LIEP Inspector I	LIEP Inspector II	LIEP Inspector III
	<p>Thirty (30) semester credits, or equivalent, in related courses leading to an associate's degree in building inspection, architecture, business administration, planning, law enforcement, public administration, housing, urban studies, or a related degree; or two years of experience as a Fire Aide, Code Enforcement Aide, or equivalent.</p> <p>Must possess a valid Minnesota Class D driver's license, or equivalent out-of-state driver's license. The driver's license must have no suspensions or revocations for driving-related offenses within the two year period prior to the date of appointment. Suspensions for parking-related offenses are excluded.</p>	<p>Sixty (60) semester credits, or equivalent, in courses leading to a bachelor's degree in building inspection, architecture, business administration, planning, law enforcement, public administration, housing, urban studies, or a related field and one year of experience as a LIEP Inspector I or equivalent. Or, must have three (3) years of experience as a LIEP Inspector I.</p> <p>Must possess a valid Minnesota Class D driver's license, or equivalent out-of-state driver's license. The driver's license must have no suspensions or revocations for driving-related offenses within the two year period prior to the date of appointment. Suspensions for parking-related offenses are excluded.</p> <p>Preference: Candidates will have a bachelor's degree in building inspection, architecture, business administration, planning, law enforcement, or public administration or a related degree.</p>	<p>A bachelor's degree in building inspection, architecture, business administration, planning, law enforcement, public administration, housing, urban studies, or a related field and two years of experience as a LIEP Inspector II or equivalent. Or, must have sixty (60) semester credits in one of the aforementioned degree specialties and three (3) years of experience as a LIEP Inspector II, or equivalent. Or, must have six (6) years of experience as a LIEP Inspector II or equivalent</p> <p>Must possess a valid Minnesota Class D driver's license, or equivalent out-of-state driver's license. The driver's license must have no suspensions or revocations for driving-related offenses within the two year period prior to the date of appointment. Suspensions for parking-related offenses are excluded.</p>

Revised on 2/8/06 to add a General Duty Statement, Supervision Statements, and changes to the requirements relative to experience and academic qualifications.